4-1991

An Exploratory Study on Attitudes About Meeting Community Needs through Adventist Community Service Programs

Kristin Brown

An Exploratory Study on Attitudes About Meeting Community Needs through Adventist Community Service Programs

submitted

by Kristin Brown

under the advisement of

Mr. Ed Lamb

Submitted to fulfill the requirements

of the Southern Scholar's Program

on

April 22, 1991

An Exploratory Study on Attitudes About Meeting Community Needs through Adventist Community Service Programs

The Adventist Community Service Center, located on 7413 Old Lee Highway, Chattanooga, Tennessee, was the location from which this independent investigation took place. This study was done in order to fulfill the requirements for a Honors Senior Project for the Southern Scholars program at Southern College of Seventh-day Adventists.

Community service programs have been present in the Adventist Church since early church history. However, as society changes, the programs that the church has to offer must also change to meet the continuing needs of the community. For example, Dorcas is a program that is usually located in a church basement led by a group of ladies. Church members bring clothes and sometimes canned goods for the needy. When an individual is in need the pastor and Dorcas leaders make a decision as to how they will act upon that situation.

At Adventist Community Services (ACS), the program is much more extensive than simply providing an occasional passer by with clothes or food. The staff of ACS have tried to create a program that meets the challenges of the times. The church basement Dorcas is not always the most effective route to take. With the old view of Dorcas in mind, the new views of ACS received some

criticism in the early stages of its formation. These issues included having a Thrift Store where people paid for clothing, serving a certain geographic area of Chattanooga and Hamilton County, expecting clients to be accountable as to their income, food stamp eligibility, AFCD receipts, medical bills, and fire reports, operating as a small business that could be self sufficient with the help of donations, and offering life enrichment programs that helped people to become more responsible. ACS is a community service center that has pioneered the idea of blending business and charity.

Because there were some controversial issues, I wanted to explore the attitudes of others regarding ACS. For example, what do people think about making money from a charity business in a Thrift Store? Should we serve a certain geographical area only, meaning that we refer some to other area agencies? Should we limit the amount of times that we help someone that could possibly be abusing the system? Should we check to see if they are legitimate? These are some of the issues that I decided to explore.

Method

Materials

Materials were kept to a minimum because of the nature of the study. Because I wanted to obtain attitudes and have a form of measurement, I felt it best to use a survey (see Appendix A). The survey contained seventeen statements that the subject could

agree or disagree with. A Likert Scale, from 1 to 5, was used so that the subject could respond by the amount or degree with which they agreed or disagreed with the given statement. Surveys included the group that the subject was categorized, age, gender, seven general statements concerning poverty, and ten statements dealing specifically with Church community service programs.

Subjects

Subjects from the following categories were polled: Client/Customer of ACS, Staff/Volunteer of ACS in Chattanooga, Staff/Volunteer of ACS in the North American Division, and Agency employees that deal with ACS on a regular basis. A sample size of 30 (n=30) was obtained from each of the four different groups. Total sample size was 120 (n=120). Subjects from the category of Client/Customer were picked at random office visits to fill out the survey simultaneously with other routine paper work. All of the Staff/Volunteers of ACS participated in the survey. Thirty samples were picked at random from the group. The Staff/Volunteers of ACS in the North American Division were polled at conference held on the campus of Southern College. Sixty-four were surveyed. The sample of 30 was picked from this group at random also.

Design and Procedure

After the samples were completed, the raw scores for each subject within their group were collected. The mean of each question for that particular group was then figured. This would

provide an overall mean for the sample of the entire group that could be correlated with the overall means of the other three groups. Because the study was exploratory, the most meaningful statistics would compare the average of each groups response for each statement.

The scale was switched in tabulation such that the disagree end would be 1 and the agree end would be 5. This did not affect the answers of the subjects in any way, but simply allowed for easier numerical figuring. After the mean was figured for each of the four groups, the various means for each statement were entered into a statistical analysis computer package. Average scores for each group were listed (Appendix B, pg. 142-143). The page that follows shows the mean for the groups being compared. An overall mean for all of the groups combined was figured for each question (shown on pgs. 145-147). The following pages (pgs. 148-151) contain group plots of the mean per question. The groups Clients and Agency were compared (pgs. 212-214), Clients and ACS Chattanooga (pgs. 218-220), North American Division (symbolized as Natl) and ACS Chattanooga (pgs. 224-226), Agency and ACS Chattanooga (pgs. 230 -232), and all four groups together for a scatter plot and horizontal graph (pgs. 233-306).

Discussion

Many interesting attitudes could be seen by viewing each scatter plot. For the simplicity of discussion, I will deal with the scatter plot that compares all four groups.

Each group rated more agreeable with not minding to ask for help. Interesting enough, the clients ranked the most agreeable. Apparently they don't mind asking for help when they really need it. Clients also agreed to the highest degree that the economy was the reason that people have needs. Agencies tended to disagree with the statement that anyone who needs a job can find one with a mean of 1.96. Clients averaged a 2.97 mean. Clients tended to disagree also, but to a lesser extent. All four groups rated high on the statement that Community Service programs should provide opportunities for people to choose and pay for what they receive but they were more diverse with the idea that the Center should provide food and clothes at no cost to the public. All groups were also high in agreeing that classes in basic life management skills should be offered as well as rating high with the statement that material things such as food and clothing should be provided. Clients agreed with a mean of 4.43 that the need should be verified as well as the income. However, they also felt that Community Service programs should give to anyone who "seems" to have a need with a mean of 4.07. All groups disagreed with the idea that service programs should be totally supported by funds from sponsoring churches. When it came to serving a certain geographical area, clients agreed with a mean of 4.23 that service programs should not limit themselves to a certain area.

Conclusion

While there were some significant differences of opinion, it seems that most people don't mind paying for clothes in the Thrift Store. They would enjoy programs in life management skills that help them to cope. They don't think that funds from churches should solely support the programs, thus promoting the idea that it is agreeable to have another source of income. They think it is wise to verify needs and income of clients before acting on situations. This exploration helped to uncover the attitudes concerning previously controversial views on the new way of doing community service. I found the study to be of benefit to me as I uncovered some of the underlying attitudes of people and how they relate to the new model of community service organizations.

APPENDIX A

Thank You for participating in this survey. This information will be very helpful to Adventist Community Services in the future.

After filling in the personal information, please circle <u>one number</u> between 1 -- 5 to indicate how much you agree or disagree with the statement. PLEASE BE HONEST.

I am a(n):

_____ Client/Customer

_____ Seventh-day Adventist Church member

_____ Staff/Volunteer of Community Services in another area

_____ Staff/Volunteer of ACS in Chattanooga

_____ Agency employee that deals with ACS on regular basis

My age is between:

_____ 18-25

_____ 26-35

_____ 36-45

_____ 46-55

_____ 56-65

_____ 66-75

_____ 76-85

_____ over 85

I am: _____ female _____ male

I don't mind asking for help when I really need it.

agree 1 2 3 4 5 disagree

The economy is the reason that people have needs.

agree 1 2 3 4 5 disagree

People need help because they do not manage well.

agree 1 2 3 4 5 disagree

Anyone who needs a job can find one.

agree 1 2 3 4 5 disagree

People wouldn't ask for help if they didn't really need it.

agree 1 2 3 4 5 disagree

People who need help lack motivation.

agree 1 2 3 4 5 disagree

People should be helped even if they have a job.

agree 1 2 3 4 5 disagree

Church community service programs:

1. should give to anyone who seems to have a need.

agree 1 2 3 4 5 disagree

2. should provide food and clothes at no cost to the public.

agree 1 2 3 4 5 disagree

3. should operate as a small volunteer based organization.

agree 1 2 3 4 5 disagree

4. should provide material things (food and clothes) to the public.

agree 1 2 3 4 5 disagree

5. should verify need and income before acting on a situation.

agree 1 2 3 4 5 disagree

6. should provide opportunities for people to choose and pay for what they receive.

agree 1 2 3 4 5 disagree

7. should offer classes in basic life management skills and encourage people to attend them.

agree 1 2 3 4 5 disagree

8. should not limit their services to a certain geographical area.

agree 1 2 3 4 5 disagree

9. should be supported totally by funds from sponsoring churches.

agree 1 2 3 4 5 disagree

10. should be specific as to the geographical area that it serves.

agree 1 2 3 4 5 disagree

Thank you for your honest opinion!

APPENDIX B

OBS	QUESTION	GROUP	SCORE
1	1	client	4.47
2	2	client	3.90
3	3	client	3.00
4	4	client	2.97
5	5	client	2.93
6	6	client	2.47
7	7	client	3.40
8	8	client	4.07
9	9	client	3.37
10	10	client	3.90
11	11	client	3.43
12	12	client	4.43
13	13	client	4.20
14	14	client	4.77
15	15	client	4.23
16	16	client	2.57
17	17	client	2.83
18	1	acschatt	3.50
19	2	acschatt	3.37
20	3	acschatt	3.43
21	4	acschatt	3.43
22	5	acschatt	2.57
23	6	acschatt	2.10
24	7	acschatt	2.93
25	8	acschatt	2.77
26	9	acschatt	2.13
27	10	acschatt	2.73
28	11	acschatt	3.33
29	12	acschatt	4.67
30	13	acschatt	4.07
31	14	acschatt	4.60
32	15	acschatt	3.77
33	16	acschatt	2.30
34	17	acschatt	3.23
35	1	acsnatl	4.17
36	2	acsnatl	3.60
37	3	acsnatl	3.50
38	4	acsnatl	3.23
39	5	acsnatl	2.50
40	6	acsnatl	2.70
41	7	acsnatl	3.30
42	8	acsnatl	4.00
43	9	acsnatl	3.97
44	10	acsnatl	3.70
45	11	acsnatl	3.80
46	12	acsnatl	3.77
47	13	acsnatl	3.80
48	14	acsnatl	4.33
49	15	acsnatl	3.97
50	16	acsnatl	2.57
51	17	acsnatl	3.90
52	1	agency	4.13

OBS	QUESTION	GROUP	SCORE
53	2	agency	3.13
54	3	agency	2.56
55	4	agency	1.96
56	5	agency	2.46
57	6	agency	2.13
58	7	agency	4.06
59	8	agency	3.50
60	9	agency	3.00
61	10	agency	3.50
62	11	agency	4.06
63	12	agency	4.20
64	13	agency	4.43
65	14	agency	4.77
66	15	agency	3.93
67	16	agency	2.17
68	17	agency	2.70

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	68	9.0000	4.9354	612.0000	1.0000	17.0000
SCORE	68	3.4319	0.7414	233.3700	1.9600	4.7700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 68

	QUESTION	SCORE
QUESTION	1.00000 0.0	0.17854 0.1452
SCORE	0.17854 0.1452	1.00000 0.0

Analysis Variable : SCORE

QUESTION=1

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.5000000	4.4700000	4.0675000	0.4076252

QUESTION=2

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.1300000	3.9000000	3.5000000	0.3285321

QUESTION=3

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.5600000	3.5000000	3.1225000	0.4353064

QUESTION=4

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	1.9600000	3.4300000	2.8975000	0.6527570

QUESTION=5

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.4600000	2.9300000	2.6150000	0.2148643

QUESTION=6

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.1000000	2.7000000	2.3500000	0.2874022

Analysis Variable : SCORE

QUESTION=7

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.9300000	4.0600000	3.4225000	0.4706290

QUESTION=8

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.7700000	4.0700000	3.5850000	0.5996944

QUESTION=9

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.1300000	3.9700000	3.1175000	0.7701677

QUESTION=10

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.7300000	3.9000000	3.4575000	0.5117535

QUESTION=11

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.3300000	4.0600000	3.6550000	0.3372931

QUESTION=12

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.7700000	4.6700000	4.2675000	0.3831775

Analysis Variable : SCORE

QUESTION=13

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.8000000	4.4300000	4.1250000	0.2628688

QUESTION=14

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	4.3300000	4.7700000	4.6175000	0.2077458

QUESTION=15

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	3.7700000	4.2300000	3.9750000	0.1907005

QUESTION=16

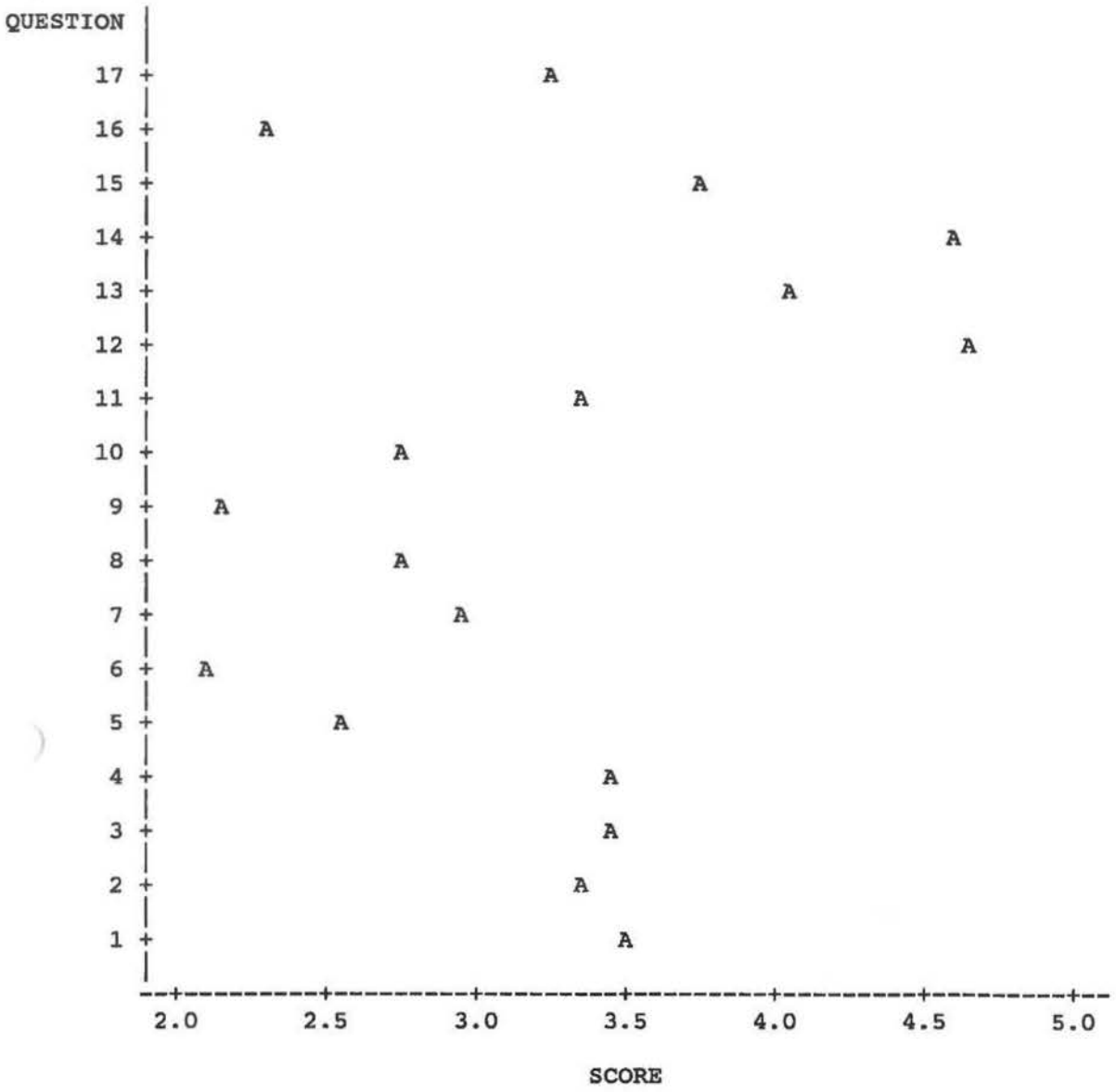
N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.1700000	2.5700000	2.4025000	0.2005617

QUESTION=17

N Obs	N	Minimum	Maximum	Mean	Std Dev
4	4	2.7000000	3.9000000	3.1650000	0.5394133

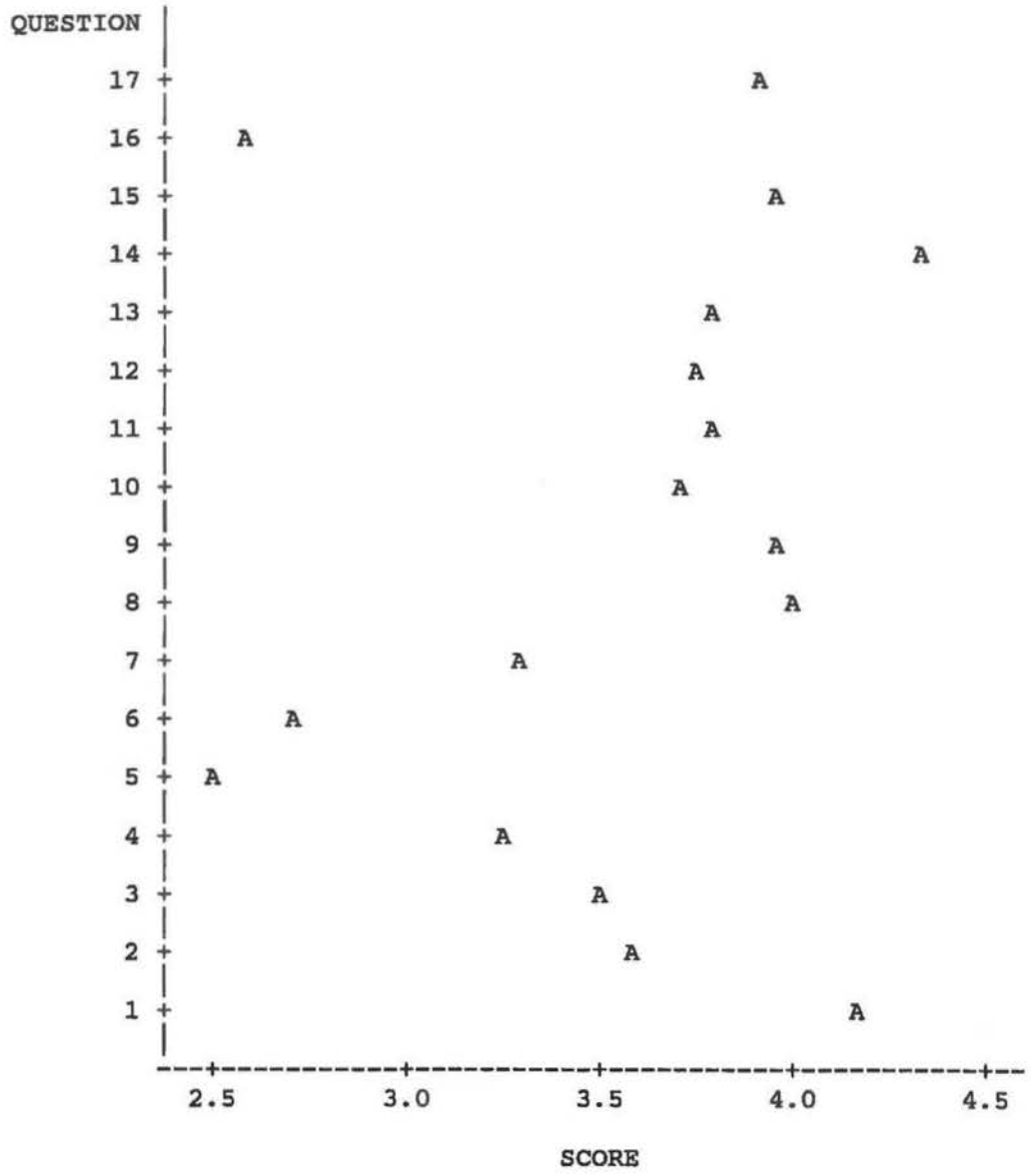
---------- GROUP=acschatt ----------

Plot of QUESTION*SCORE. Legend: A = 1 obs, B = 2 obs, etc.



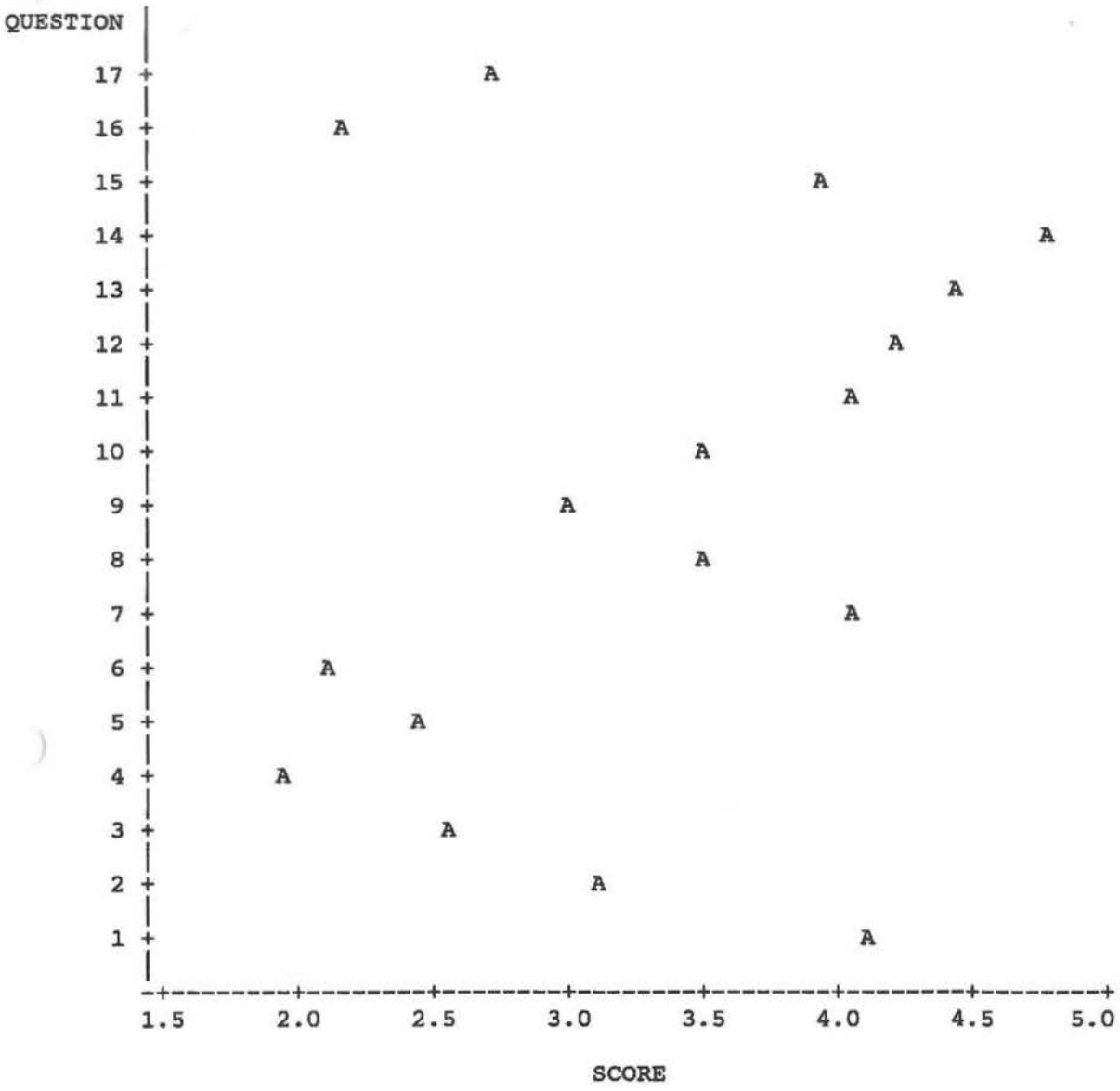
---------- GROUP=acsnat1 ----------

Plot of QUESTION*SCORE. Legend: A = 1 obs, B = 2 obs, etc.



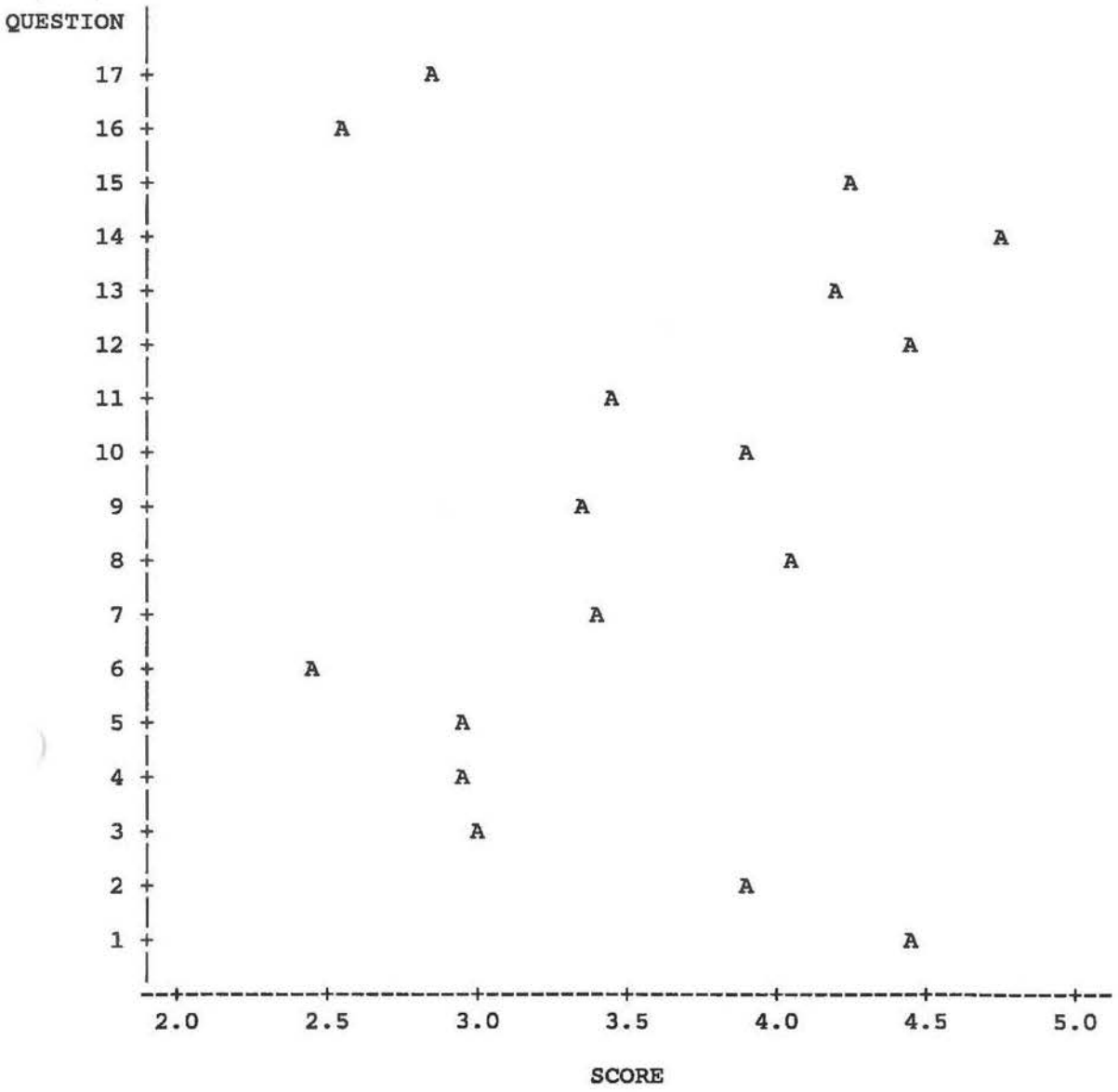
---------- GROUP=agency ----------

Plot of QUESTION*SCORE. Legend: A = 1 obs, B = 2 obs, etc.



GROUP=client

Plot of QUESTION*SCORE. Legend: A = 1 obs, B = 2 obs, etc.



OBS	QUESTION	GROUP	SCORE
1	1	client	4.47
2	2	client	3.90
3	3	client	3.00
4	4	client	2.97
5	5	client	2.93
6	6	client	2.47
7	7	client	3.40
8	8	client	4.07
9	9	client	3.37
10	10	client	3.90
11	11	client	3.43
12	12	client	4.43
13	13	client	4.20
14	14	client	4.77
15	15	client	4.23
16	16	client	2.57
17	17	client	2.83
18	1	agency	4.13
19	2	agency	3.13
20	3	agency	2.56
21	4	agency	1.96
22	5	agency	2.46
23	6	agency	2.13
24	7	agency	4.06
25	8	agency	3.50
26	9	agency	3.00
27	10	agency	3.50
28	11	agency	4.06
29	12	agency	4.20
30	13	agency	4.43
31	14	agency	4.77
32	15	agency	3.93
33	16	agency	2.17
34	17	agency	2.70

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

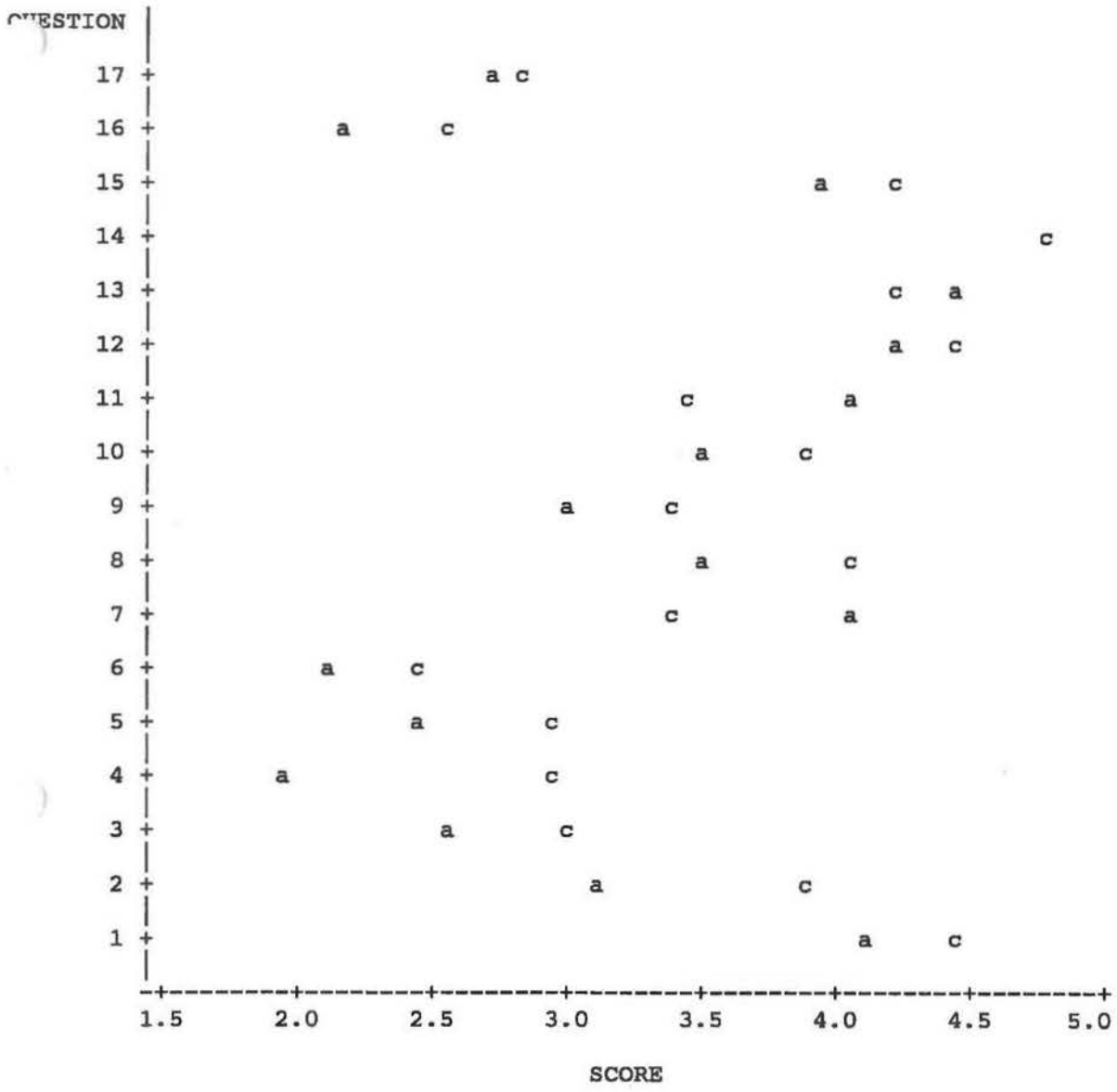
Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	34	9.0000	4.9727	306.0000	1.0000	17.0000
SCORE	34	3.4597	0.8068	117.6300	1.9600	4.7700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 34

	QUESTION	SCORE
QUESTION	1.00000 0.0	0.17373 0.3258
SCORE	0.17373 0.3258	1.00000 0.0

Plot of QUESTION*SCORE. Symbol is value of GROUP.



NOTE: 1 obs hidden.

OBS	QUESTION	GROUP	SCORE
1	1	client	4.47
2	2	client	3.90
3	3	client	3.00
4	4	client	2.97
5	5	client	2.93
6	6	client	2.47
7	7	client	3.40
8	8	client	4.07
9	9	client	3.37
10	10	client	3.90
11	11	client	3.43
12	12	client	4.43
13	13	client	4.20
14	14	client	4.77
15	15	client	4.23
16	16	client	2.57
17	17	client	2.83
18	1	acschatt	3.50
19	2	acschatt	3.37
20	3	acschatt	3.43
21	4	acschatt	3.43
22	5	acschatt	2.57
23	6	acschatt	2.10
24	7	acschatt	2.93
25	8	acschatt	2.77
26	9	acschatt	2.13
27	10	acschatt	2.73
28	11	acschatt	3.33
29	12	acschatt	4.67
30	13	acschatt	4.07
31	14	acschatt	4.60
32	15	acschatt	3.77
33	16	acschatt	2.30
34	17	acschatt	3.23

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

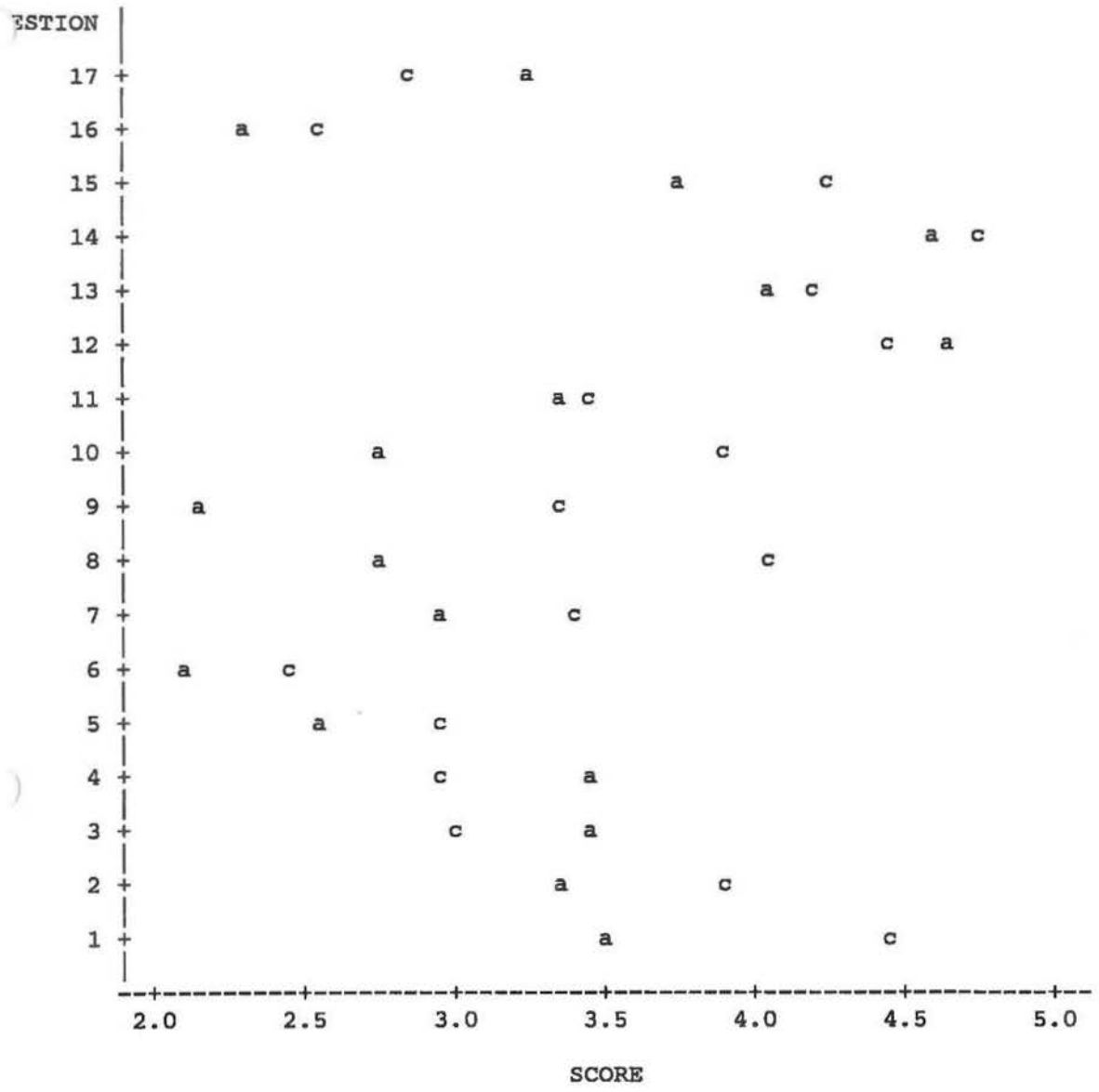
Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	34	9.0000	4.9727	306.0000	1.0000	17.0000
SCORE	34	3.4079	0.7539	115.8700	2.1000	4.7700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 34

	QUESTION	SCORE
QUESTION	1.00000 0.0	0.14153 0.4246
SCORE	0.14153 0.4246	1.00000 0.0

Plot of QUESTION*SCORE. Symbol is value of GROUP.



OBS	QUESTION	GROUP	SCORE
1	1	natl	4.17
2	2	natl	3.60
3	3	natl	3.50
4	4	natl	3.23
5	5	natl	2.50
6	6	natl	2.70
7	7	natl	3.30
8	8	natl	4.00
9	9	natl	3.97
10	10	natl	3.70
11	11	natl	3.80
12	12	natl	3.77
13	13	natl	3.80
14	14	natl	4.33
15	15	natl	3.97
16	16	natl	2.57
17	17	natl	3.90
18	1	acschatt	3.50
19	2	acschatt	3.37
20	3	acschatt	3.43
21	4	acschatt	3.43
22	5	acschatt	2.57
23	6	acschatt	2.10
24	7	acschatt	2.93
25	8	acschatt	2.77
26	9	acschatt	2.13
27	10	acschatt	2.73
28	11	acschatt	3.33
29	12	acschatt	4.67
30	13	acschatt	4.07
31	14	acschatt	4.60
32	15	acschatt	3.77
33	16	acschatt	2.30
34	17	acschatt	3.23

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

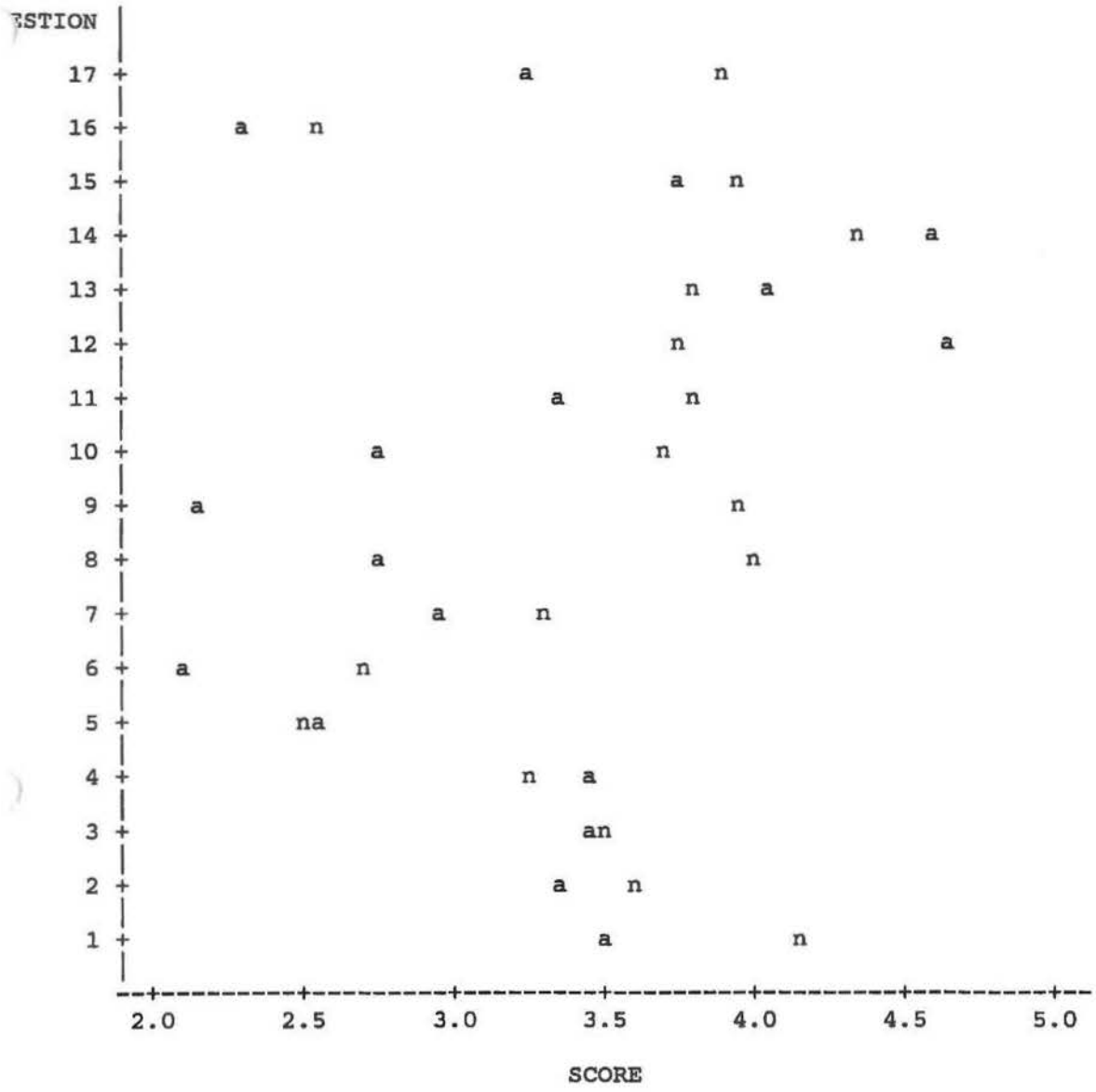
Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	34	9.0000	4.9727	306.0000	1.0000	17.0000
SCORE	34	3.4041	0.6808	115.7400	2.1000	4.6700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 34

	QUESTION	SCORE
QUESTION	1.00000 0.0	0.18591 0.2925
SCORE	0.18591 0.2925	1.00000 0.0

Plot of QUESTION*SCORE. Symbol is value of GROUP.



OBS	QUESTION	GROUP	SCORE
1	1	agency	4.13
2	2	agency	3.13
3	3	agency	2.56
4	4	agency	1.96
5	5	agency	2.46
6	6	agency	2.13
7	7	agency	4.06
8	8	agency	3.50
9	9	agency	3.00
10	10	agency	3.50
11	11	agency	4.06
12	12	agency	4.20
13	13	agency	4.43
14	14	agency	4.77
15	15	agency	3.93
16	16	agency	2.17
17	17	agency	2.70
18	1	chatt	3.50
19	2	chatt	3.37
20	3	chatt	3.43
21	4	chatt	3.43
22	5	chatt	2.57
23	6	chatt	2.10
24	7	chatt	2.93
25	8	chatt	2.77
26	9	chatt	2.13
27	10	chatt	2.73
28	11	chatt	3.33
29	12	chatt	4.67
30	13	chatt	4.07
31	14	chatt	4.60
32	15	chatt	3.77
33	16	chatt	2.30
34	17	chatt	3.23

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

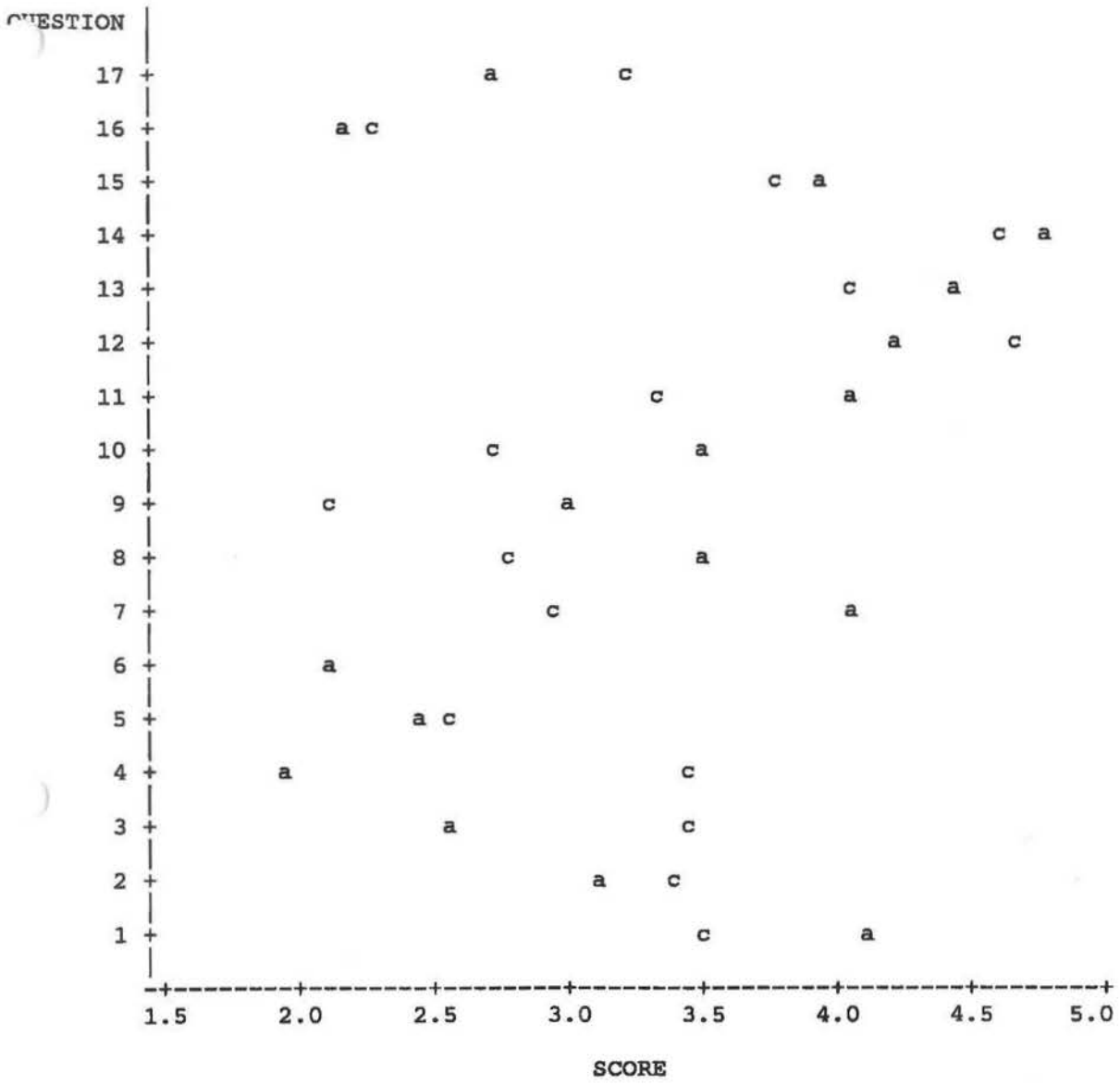
Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	34	9.0000	4.9727	306.0000	1.0000	17.0000
SCORE	34	3.2829	0.8217	111.6200	1.9600	4.7700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 34

	QUESTION	SCORE
QUESTION	1.00000 0.0	0.22923 0.1922
SCORE	0.22923 0.1922	1.00000 0.0

Plot of QUESTION*SCORE. Symbol is value of GROUP.



NOTE: 1 obs hidden.

OBS	QUESTION	GROUP	SCORE
1	1	agency	4.13
2	2	agency	3.13
3	3	agency	2.56
4	4	agency	1.96
5	5	agency	2.46
6	6	agency	2.13
7	7	agency	4.06
8	8	agency	3.50
9	9	agency	3.00
10	10	agency	3.50
11	11	agency	4.06
12	12	agency	4.20
13	13	agency	4.43
14	14	agency	4.77
15	15	agency	3.93
16	16	agency	2.17
17	17	agency	2.70
18	1	local	3.50
19	2	local	3.37
20	3	local	3.43
21	4	local	3.43
22	5	local	2.57
23	6	local	2.10
24	7	local	2.93
25	8	local	2.77
26	9	local	2.13
27	10	local	2.73
28	11	local	3.33
29	12	local	4.67
30	13	local	4.07
31	14	local	4.60
32	15	local	3.77
33	16	local	2.30
34	17	local	3.23
35	1	client	4.47
36	2	client	3.90
37	3	client	3.00
38	4	client	2.97
39	5	client	2.93
40	6	client	2.47
41	7	client	3.40
42	8	client	4.07
43	9	client	3.37
44	10	client	3.90
45	11	client	3.43
46	12	client	4.43
47	13	client	4.20
48	14	client	4.77
49	15	client	4.23
50	16	client	2.57
51	17	client	2.83
52	1	natl	4.17

OBS	QUESTION	GROUP	SCORE
53	2	natl	3.60
54	3	natl	3.50
55	4	natl	3.23
56	5	natl	2.50
57	6	natl	2.70
58	7	natl	3.30
59	8	natl	4.00
60	9	natl	3.97
61	10	natl	3.70
62	11	natl	3.80
63	12	natl	3.77
64	13	natl	3.80
65	14	natl	4.33
66	15	natl	3.97
67	16	natl	2.57
68	17	natl	3.90

CORRELATION ANALYSIS

2 'VAR' Variables: QUESTION SCORE

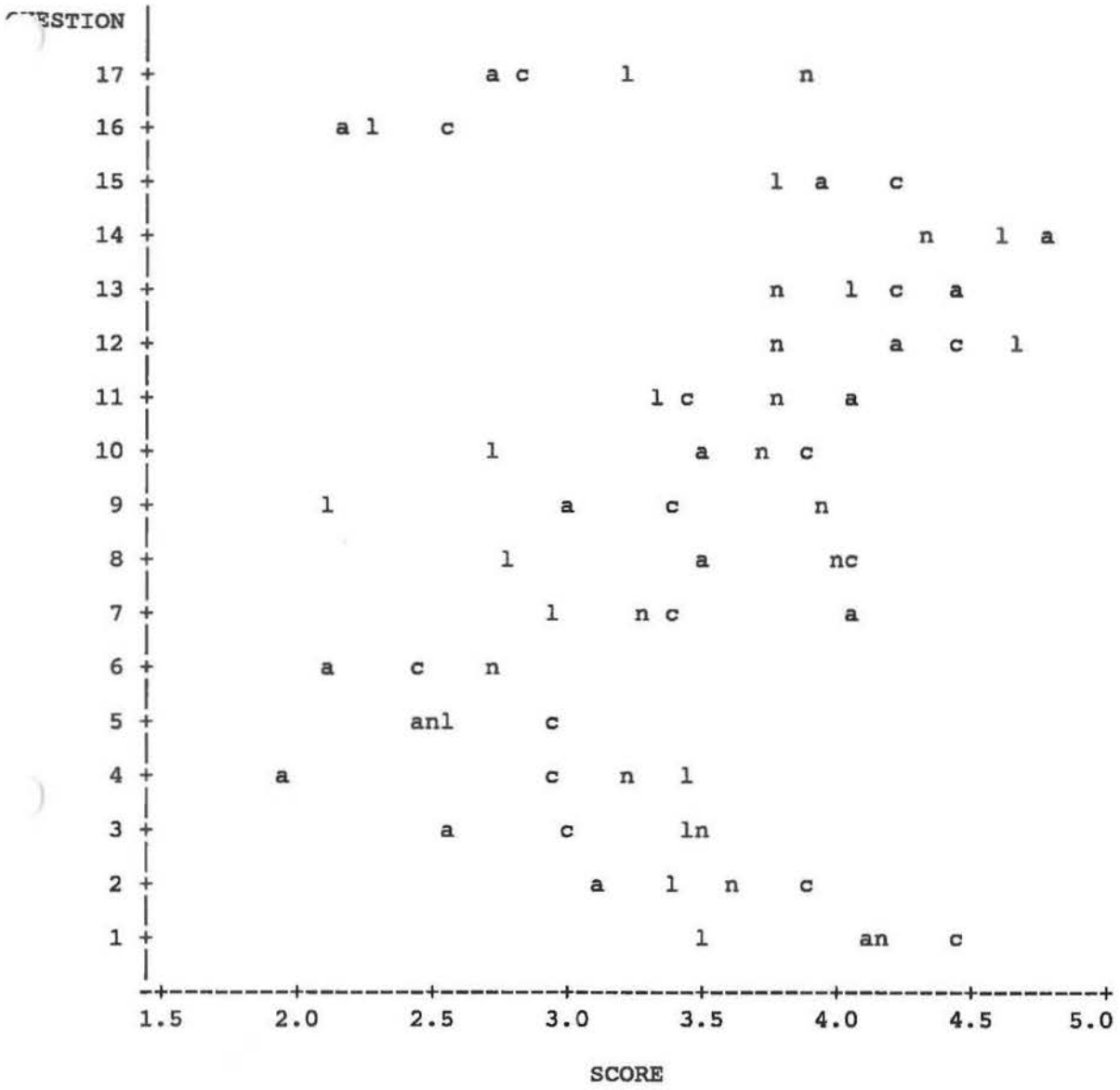
Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
QUESTION	68	9.0000	4.9354	612.0000	1.0000	17.0000
SCORE	68	3.4319	0.7414	233.3700	1.9600	4.7700

Pearson Correlation Coefficients / Prob > |R| under Ho: Rho=0 / N = 68

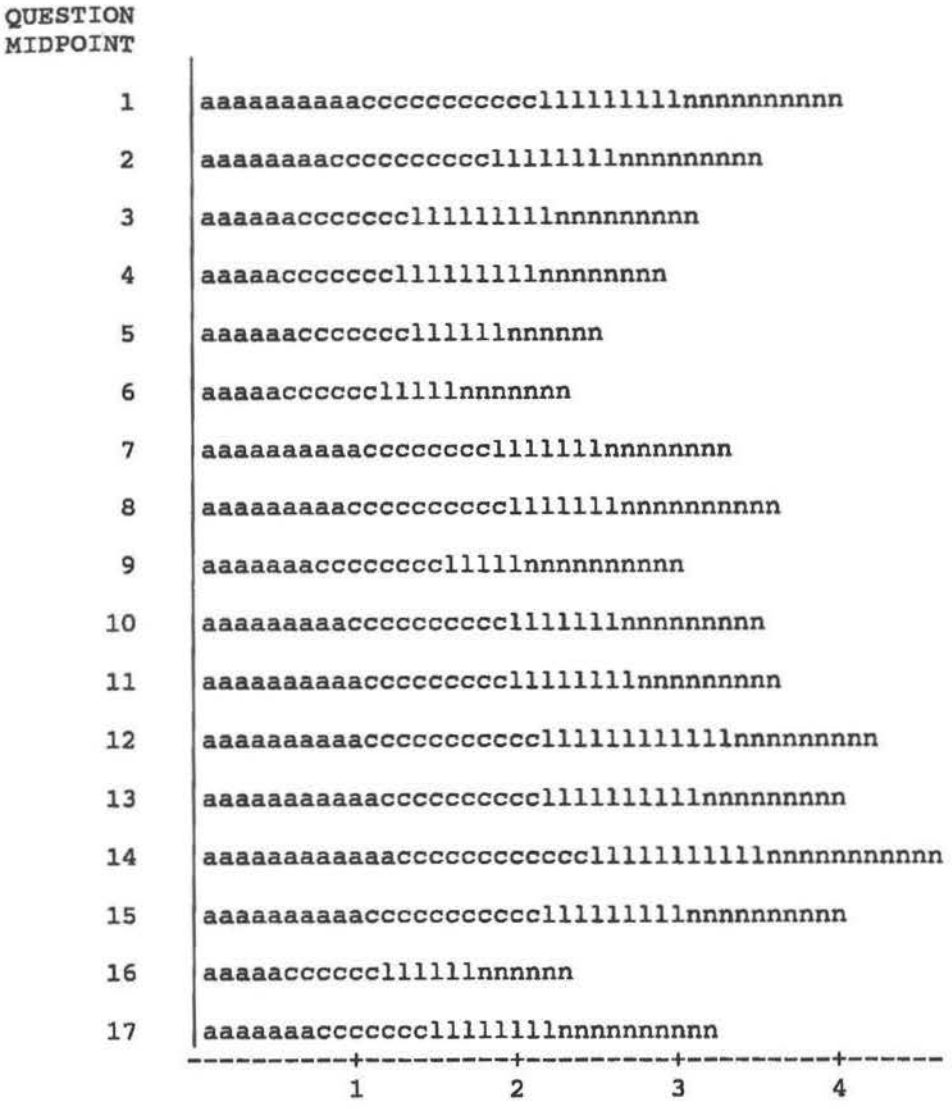
	QUESTION	SCORE
QUESTION	1.00000 0.0	0.17854 0.1452
SCORE	0.17854 0.1452	1.00000 0.0

Plot of QUESTION*SCORE. Symbol is value of GROUP.



NOTE: 4 obs hidden.

MEAN OF SCORE BY QUESTION



SYMBOL	GROUP	SYMBOL	GROUP	SYMBOL	GROUP	SYMBOL	GROUP
a	agency	c	client	l	local	n	natl